Managed SAP® Foundation

SYMMETRY ™

"We have a consultant and back-up team assigned to us who know our system inside and out. And we have access to the full range of expertise at Symmetry when we need it. " — Kubota

SAP® Certified
in Hosting Services

SAP® Certified
in Cloud Operations

SAP® Certified
in SAP HANA® Operations

AS YOUR PARTNER, WE'RE DEDICATED TO HELPING YOUR BUSINESS THRIVE

When you're looking for a stable, secure, high-performing SAP environment, look no further than Symmetry. We know "Basis" becomes more complex as SAP evolves and operating systems, infrastructure—not to mention business expectations—change. Today's SAP expert must know the entire stack from hardware to networking, to database, application and OS. It's difficult to build an in-house team with that diverse skill set, and even harder to expose them to enough to keep up with the pace of change. As your SAP Technical Managed Services partner, we bring the knowledge and expertise to your environment to do the heavy lifting for you.

Since our inception in 1996, we have become one of the largest and most trusted SAP technical support firms with a Net Promoter Score of 63—the highest in the industry. With certified SAP Basis Managed Services consultants, state-of-the-art, proactive monitoring and 24×7x365 support, Symmetry delivers reliable, fast, affordable service when you need it most.

Simply put, you can rely on our team to help execute and support your IT strategy, while you focus on driving your business forward.

Get backed by *the* managed SAP® platform experts

Today, many companies are faced with the need for ongoing, expert technical support for their SAP systems. The complex nature of SAP and level of customer service support that is needed can be a daunting task and difficult role to fill with quality service.

SAP Technical Managed Services has been Symmetry's cornerstone from day one. It's our mission to treat our customers' systems like our own, and bring a sense of urgency and operational agility to any issues that may come up. Our SAP experts will become a part of your IT team, making sure your mission-critical operations are running smoothly, 24 hours a day.

You can rest easy knowing that our technical experts already know the nuances of your IT environment, and can seamlessly execute the support you need…without any "orientation" delay. By relying on Symmetry to handle your SAP operations, you'll save time. You'll save money. You'll save yourself from unnecessary worry.

That's because at Symmetry, quality isn't a goal or a deliverable, it's an approach that we call The Symmetry Way. Symmetry's service methodology is characterized by a commitment to expertise, clear and open communication, as well as a focus on utilizing talented people to manage our customers' SAP environments.

End-to-End Application and Infrastructure Monitoring

Precision IT service management is critical, especially across complex infrastructure systems. There's a constant stream of updates, new technologies and evolving business needs. We understand that SAP is the heart and lungs of your organization, so it's vital to keep everything operating at peak performance.

Full-stack application monitoring with our state-of-the-art platform lets us keep a finger on the pulse of your IT environment. And it doesn't matter if your infrastructure is on-prem, in the cloud, or a combination of both—we bring it all together in a single view, in real time.

Symmetry Application Monitoring

- Real-Time custom alerting via SMS and E-Mail

- Single Pane of Glass dashboard for global visibility across all systems

- Highly-customizable, automated reporting to monitor resource usage, configuration, performance, and capacity

- Automatically extracts or populates, and synchronizes information with our incident and request management system

SAP Managed Service Packages

Symmetry provides a broad range of SAP managed service support models. Your dedicated support team focuses on your business requirements to develop a comprehensive understanding of your SAP environment, resulting in seamless and smooth interactions.

SAFETY NET

MONITOR

> Designed for customers who have a small, but established SAP landscape without much change.

> Symmetry performs basic monitoring and light administration tasks as needed.

COMPLETE

MONITOR + RUN

> Enhanced offering, designed for customers who have established medium- to large-sized SAP environments.

> Ideal for customers who are a moderate to heavy user of SAP, with an environment that is continually changing and evolving.

COMPLETE PLUS

MONITOR, RUN, BUILD

> Advanced offering, designed for customers leveraging many SAP functional modules, who are on an aggressive patching cycle.

> Turnkey customers require true 24x7 and/or global support with frequent heavy-lift tasks.

> Strategic planning, organization understanding and control over tactical sequence and execution of tasks is critical.

Complete and Complete Plus packages include individual environment evaluation and preparation as a precursor to onboarding. This helps validate assumptions and enables Symmetry to ensure proper configuration of your SAP IT environment.

Enhanced Technical Support

What if you have additional projects that come up and need more than standard support? We have led hundreds of upgrades and implementation projects, optimizing more than 1,500 SAP environments.

If you need the following services, our certified experts are ready to create a custom project plan and timeline to help achieve your goals.

- Migrations | *DMO, Heterogeneous, and Homogeneous*
- Transformations | *(e.g. Suite on HANA to ERP S/4)*
- Unicode conversions
- New landscape installations
- Disaster Recovery setup / configuration

- Archiving activities
- Installation of ancillary systems
  - ADS
  - Content Server
  - Trex
  - SAPConsole
  - Etc.

SAP Managed Service Package Details

Whether you need SafetyNet, Complete or Complete Plus managed SAP foundation services, our team is dedicated to proactively maximizing your SAP investment so that your mission-critical systems operate at peak-performance, 24x7x365.

	SafetyNet	Complete	Complete Plus
Overview			
Monitoring	✓	✓	✓
Administration		✓	✓
Problem Resolution		✓	✓
Optimization		✓	✓
Setups & Configurations		Pre-deployed Products	✓
Installations			✓
			✓
Support			
Monitoring Portal	✓	✓	✓
Help Desk Access	✓	✓	✓
Dedicated Team		✓	✓
Support Hours	Standard business hours	24x7 (on call)	24x7x365
Periodic Strategy/Business Reviews	Annually	Semi Annually	Quarterly
Patching		Semi Annually	Monthly
Additional Services			
Set up of Existing Components		✓	✓
Add-ons Installation			✓
System Copies		Annually	Quarterly
Support Pack Stack Application		Annually	Quarterly
Enhancement Pack Application			✓
Solution Manager *[Setup, Configuration, Maintenance]*			✓
New System Installations *[Single Instances of SAP]*			✓

Ready to see what Managed SAP Foundation Services Package is right for your organization? Speak with our experts today at:

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